

JUL 2000

ALABAMA RELAY SERVICE

July, 2000

COMPLAINTS

Descriptions of Complaints

TTY July 4, 2000

The customer wanted to know why she did not get an answer when she dialed the relay number.

Escalation: Received and handled by the National Relay Center, New Castle.

Resolution: Apologized for inconvenience.

Contact Closed: July 4, 2000

TTY July 8, 2000

The customer complained about wait times.

Escalation: Received and handled by the National Relay Center, New Castle.

Resolution: Apologized for the inconvenience, and assured him we would document it.

Contact Closed: July 8, 2000

TTY July 10, 2000

The customer complained about how long she had to wait for the CA to respond.

Escalation: Received and handled by the National Relay Center, New Castle.

Resolution: Forwarded to the CA's manager for follow up.

Contact Closed: July 10, 2000

TTY July 26, 2000

The customer complained CA could not type well and used (...) which made it difficult for the customer to understand the conversation.

Escalation: Received and handled by the National Relay Center, New Castle.

Resolution: Apologized and explained when a person is speaking too fast and the CA has repeatedly asked them to slow down, the CA will use (...) for any missed text.

Contact Closed: July 26, 2000

V July 28, 2000

The customer was upset because the CA had not relayed the call accurately.

Escalation: Received by the Washington, D.C. Relay Center, and handled by the National Customer Care Center.

Resolution: Apologized for the inconvenience.

Contact Closed: August 3, 2000

DELAWARE RELAY SERVICE

July, 2000

COMPLAINTS
Descriptions of Complaints

NOTHING TO REPORT.

GEORGIA RELAY SERVICE

July, 2000

COMPLAINTS

Descriptions of Complaints

TTY July 8, 2000

The customer was upset because a new CA came on the line during his call.

Escalation: Received and handled by the National Relay Center, New Castle.

Resolution: Apologized, and advised a report would be forwarded to management.

Contact Closed: July 8, 2000

TTY July 29, 2000

The caller was upset that they reached relay, but then got no response.

Escalation: Received and handled by the National Relay Center, New Castle.

Resolution: Apologized and explained we had no reports of a technical problem.

Contact Closed: July 29, 2000

MAINE RELAY SERVICE
July, 2000

COMPLAINTS
Descriptions of Complaints

NOTHING TO REPORT.

MISSISSIPPI RELAY SERVICE

July, 2000

COMPLAINTS

Descriptions of Complaints

TTY July 5, 2000

The customer complained it takes 30 minutes to an hour to reach the relay center.

Escalation: Received by the National Relay Center, New Castle, and handled by the National Customer Care Center.

Resolution: Suggested customer to contact their local phone company and the TTY manufacturer for further assistance.

Contact Closed: July 10, 2000

NEW JERSEY RELAY SERVICE

July, 2000

COMPLAINTS

Descriptions of Complaints

TTY **July 23, 2000**

The customer complained about the one-minute hold procedure, and complained he has to wait more than a minute for the operator.

Escalation: Received and handled by the National Relay Center, New Castle.

Resolution: Apologized and advised one-minute hold is a policy.

Contact Closed: July 23, 2000

NON-AT&T STATE RELAY SERVICE

July, 2000

COMPLAINTS

Description of Complaints

TTY July 3, 2000

The customer had complaints about CAs not relaying calls verbatim, not providing ID numbers, and being rude to her.

Escalation: Received and handled by the National Relay Center, New Castle.

Resolution: Apologized for the problems the customer had, and assured her the CA's manager would follow up accordingly.

Contact Closed: July 12, 2000

TTY July 12, 2000

The customer was upset that the CA requested alternate billing for his/her call.

Escalation: Received and handled by the National Relay Center, New Castle.

Resolution: Apologized and explained only local calls could be placed from his/her number.

Contact Closed: July 12, 2000

TTY July 21, 2000

The customer complained the CA was slow to respond.

Escalation: Received and handled by the National Relay Center, New Castle.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: July 22, 2000

TTY July 29, 2000

The customer complained they were unable to reach Spanish Relay.

Escalation: Received and handled by the National Relay Center, New Castle.

Resolution: Provided the customer with the correct numbers to Spanish Relay.

Contact Closed: July 29, 2000

PENNSYLVANIA RELAY SERVICE

July, 2000

COMPLAINTS

Descriptions of Complaints

TTY July 21, 2000

The customer complained about the CA's poor typing skills.

Escalation: Received and handled by the National Relay Center, Rhode Island.

Resolution: Apologized, and advised a report would be forwarded to the CA's manager.

Contact Closed: July 21, 2000

TTY July 27, 2000

The customer complained about the CA's poor typing and spelling errors.

Escalation: Received via the Relay Customer Service line, and handled by the National Customer Care Center.

Resolution: Forwarded to CA's manager for follow up/review.

Contact Closed: July 27, 2000

PUERTO RICO RELAY SERVICE
July, 2000

COMPLAINTS
Description of Complaints

NOTHING TO REPORT.

RHODE ISLAND RELAY SERVICE

July, 2000

COMPLAINTS

Descriptions of Complaints

TTY **July 29, 2000**

The customer complained the CAs are slow to answer.

Escalation: Received and handled by the National Relay Center, New Castle.

Resolution: Explained the customer should receive a recorded message advising them all CAs are busy, and there is not a CA on the line until they see the CA number. Assured the customer his/her concerns would be documented.

Contact Closed: July 29, 2000

TENNESSEE RELAY SERVICE

July, 2000

COMPLAINTS

Descriptions of Complaints

TTY July 3, 2000

The customer complained that Tennessee Relay is too slow and does not answer.

Escalation: Received by the Tennessee Relay Center, and handled by the National Customer Care Center.

Resolution: Apologized, and advised customer his complaint would be forwarded to management.

Contact Closed: July 12, 2000

TTY July 12, 2000

The customer complained about long hold times when calling Tennessee Relay Center.

Escalation: Received by the National Relay Center, New Castle, and handled by the National Customer Care Center.

Resolution: Apologized, and advised the customer we would investigate the situation.

Contact Closed: July 14, 2000

V July 18, 2000

The customer complained that the CA would not repeat what the TTY user had typed.

Escalation: Received by the Tennessee Relay Center, and handled by the National Customer Care Center.

Resolution: Apologized for the CA's behavior.

Contact Closed: July 19, 2000

VERMONT RELAY SERVICE

July, 2000

COMPLAINTS
Descriptions of Complaints

NOTHING TO REPORT.

VIRGIN ISLANDS RELAY SERVICE
July, 2000

COMPLAINTS
Descriptions of Complaints

NOTHING TO REPORT.

VIRGINIA RELAY SERVICE

July, 2000

COMPLAINTS
Descriptions of Complaints

NOTHING TO REPORT.

WASHINGTON, D.C. RELAY SERVICE

July, 2000

COMPLAINTS
Descriptions of Complaints

NOTHING TO REPORT.

WEST VIRGINIA RELAY SERVICE
July, 2000

COMPLAINTS
Descriptions of Complaints

NOTHING TO REPORT.

AUG 2000

ALABAMA RELAY SERVICE

August, 2000

COMPLAINTS

Descriptions of Complaints

TTY August 16, 2000

The customer complained the CA did not relay verbatim.

Escalation: Received and handled by the National Relay Center, New Castle.

Resolution: Apologized and assured the customer a report would be filed with the CA's manager.

Contact Closed: August 16, 2000

TTY August 22, 2000

The customer complained the CA failed to remain transparent.

Escalation: Received and handled by the National Relay Center, Rhode Island.

Resolution: Apologized and assured the customer a report would be filed with the CA's manager.

Contact Closed: August 22, 2000

TTY August 24, 2000

The customer complained he did not receive any response when calling the Alabama Relay Center.

Escalation: Received by the National Relay Center, New Castle, and handled by the National Customer Care Center.

Resolution: Made several attempts to reach the customer.

Contact Closed: August 28, 2000

DELAWARE RELAY SERVICE
August, 2000

COMPLAINTS
Descriptions of Complaints

NOTHING TO REPORT.

GEORGIA RELAY SERVICE

August, 2000

COMPLAINTS
Descriptions of Complaints

NOTHING TO REPORT.

MAINE RELAY SERVICE

August, 2000

COMPLAINTS
Descriptions of Complaints

NOTHING TO REPORT.

MISSISSIPPI RELAY SERVICE
August, 2000

COMPLAINTS
Descriptions of Complaints

NOTHING TO REPORT.

NEW JERSEY RELAY SERVICE

August, 2000

COMPLAINTS

Descriptions of Complaints

TTY **August 1, 2000**

The customer complained about the number of typing errors the CA made.

Escalation: Received via the account manager, and handled by the National Customer Care Center.

Resolution: Apologized and assured the customer a manager would follow up with the CA.

Contact Closed: August 4, 2000

TTY **August 1, 2000**

The customer complained about the CA's typing speed.

Escalation: Received via the account manager, and handled by the National Customer Care Center.

Resolution: Apologized and assured the customer the CA's manager would address this with the CA.

Contact Closed: August 4, 2000

NON-AT&T STATE RELAY SERVICE

August, 2000

COMPLAINTS

Description of Complaints

TTY August 4, 2000

The customer complained the CA carried on a conversation with the voice party.

Escalation: Received by the National Relay Center, New Castle, and handled by the National Customer Care Center.

Resolution: Apologized, and assured the customer a report would be filed.

Contact Closed: August 7, 2000

V August 5, 2000

The customer complained he had difficulty reaching the relay service.

Escalation: Received via the Relay Customer Service line, and handled by the National Customer Care Center.

Resolution: Apologized, and provided the AT&T Long Distance Relay Service voice number.

Contact Closed: August 5, 2000

TTY August 21, 2000

The customer complained about the CAs typing skills.

Escalation: Received and handled by the National Relay Center, New Castle.

Resolution: Apologized, and explained CAs are tested on typing skills.

Contact Closed: August 21, 2000

TTY August 24, 2000

The customer complained he/she had difficulty reaching the relay service.

Escalation: Received and handled by the National Relay Center, New Castle.

Resolution: Apologized for the inconvenience.

Contact Closed: August 24, 2000

PENNSYLVANIA RELAY SERVICE

August, 2000

COMPLAINTS

Descriptions of Complaints

TTY August 4, 2000

The customer complained about the CA's typing and poor spelling.

Escalation: Received and handled by the Pennsylvania Relay Center.

Resolution: Apologized and assured the customer a report would be filed with the CA's manager.

Contact Closed: August 4, 2000

V August 12, 2000

The customer complained she experienced difficulty connecting to relay.

Escalation: Received via the Relay Customer Service line, and handled by the National Customer Care Center.

Resolution: Apologized and set up a Relay Choice Profile for the customer for automatic voice connection.

Contact Closed: August 12, 2000

PUERTO RICO RELAY SERVICE
August, 2000

COMPLAINTS
Description of Complaints

NOTHING TO REPORT.

RHODE ISLAND RELAY SERVICE

August, 2000

COMPLAINTS

Descriptions of Complaints

TTY August 22, 2000

The customer complained about having to wait for a CA to come on the line when he/she dials Spanish Relay.

Escalation: Received and handled by the National Relay Center, Rhode Island.

Resolution: Apologized and explained it may have been during a particularly busy time.

Contact Closed: August 22, 2000

TTY August 22, 2000

The customer complained he tried calling relay for half and hour but there was no answer.

Escalation: Received and handled by the National Relay Center, Rhode Island.

Resolution: Checked the Rhode Island Relay numbers.

Contact Closed: August 22, 2000

TENNESSEE RELAY SERVICE

August, 2000

COMPLAINTS

Descriptions of Complaints

TTY August 14, 2000

The customer complained that he could not reach relay for 30 minutes because line was busy.

Escalation: Received and handled by the National Relay Center, New Castle.

Resolution: Apologized for the inconvenience.

Contact Closed: August 14, 2000

TTY August 31, 2000

The customer complained Tennessee Relay is slow and takes long time for answer.

Escalation: Received and handled by the National Relay Center, New Castle.

Resolution: Apologized and explained delay may be due to high call volume.

Contact Closed: August 31, 2000

VERMONT RELAY SERVICE

August, 2000

COMPLAINTS
Descriptions of Complaints

NOTHING TO REPORT.

VIRGIN ISLANDS RELAY SERVICE
August, 2000

COMPLAINTS
Descriptions of Complaints

NOTHING TO REPORT.

VIRGINIA RELAY SERVICE

August, 2000

COMPLAINTS
Descriptions of Complaints

NOTHING TO REPORT.

WASHINGTON, D.C. RELAY SERVICE
August, 2000

COMPLAINTS
Descriptions of Complaints

NOTHING TO REPORT.

WEST VIRGINIA RELAY SERVICE

August, 2000

COMPLAINTS
Descriptions of Complaints

NOTHING TO REPORT.